

**UTAH DEPARTMENT OF ENVIRONMENTAL QUALITY**

**TIER 2 SUBMISSION PORTAL**

**And**

**APPLICATION USER'S GUIDE**



**January 2015**

## Utah DEQ Tier 2 Internet Portal

DEQ offers multiple options to assist facility submitters in making a Tier 2 submission. This document is intended for use as a supplemental reference. Short videos of the process are also available for review from the Tier 2 information website described below.

Information about Utah's Tier 2 Chemical Inventory Program can be found at:

<http://www.deq.utah.gov/ProgramsServices/programs/cercla/emergencyplanning/tier2/index.htm>

The Utah DEQ Tier 2 Portal internet address is: [www.eqtier2.deq.utah.gov](http://www.eqtier2.deq.utah.gov).

Document content disclaimer: Page titles, pop-up message windows, or other material presented in the screen-shot images currently presented in this document may not match the exact content currently displayed in the production web application. These items will be corrected in future publications of this guidance document.

## TABLE OF CONTENTS

INTRODUCTION .....	4
Background and Use of the Tier 2 File .....	4
Process Outline.....	5
Process Steps .....	5
Data Correction .....	5
STEP 1 – CREATE NEW USER LOGIN ACCOUNT .....	6
Checking for an Existing DEQ Facility Record.....	6
Creating a New User Login Account .....	7
Pre-Screens.....	9
User Account Setup.....	14
Activate New User Account.....	15
STEP 2 - UPLOAD TIER 2 SUBMISSION FILE .....	16
STEP 3 - VALIDATE FACILITY LOCATION & SET STATE ID .....	20
History of Geographic Coordinate Data (Latitude/Longitude) in DEQ Facility Records .....	21
Validate the Coordinate Location .....	22
Set State ID.....	25
STEP 4 – FACILITY CONTACT ASSIGNMENTS .....	28
STEP 5 – CONTACTS INFORMATION .....	29
STEP 6 – FACILITY CHEMICALS .....	30
STEP 7 – QA/QC REPORT AND SUBMISSION COMPLETION.....	31
UNEXPECTED ERRORS.....	34

## INTRODUCTION

This document describes the process of submitting the annual Tier 2 Utah facility inventory to the Utah Department of Environmental Quality (DEQ). The Utah State Emergency Response Commission (SERC) is the designated recipient of Tier 2 chemical inventory information under the federal Emergency Planning and Community Right to Know Act (EPCRA). DEQ acts in service of the Utah SERC to receive and manage the Tier 2 data.

Facilities submitting Tier 2 chemical inventory information can now upload and submit their Tier 2 data to DEQ directly through the online web portal. The DEQ portal displays under the name **Utah's Tier 2 Submittal Management System**. Facilities should continue to use the Environmental Protection Agency's (EPA) annual Tier2Submit software to create the (.t2s) submission file accepted by the DEQ portal.

During the submittal process, the DEQ portal application will perform several basic Quality Assurance/Quality Control (QA/QC) checks on the submission file to ensure that all required data elements are present. The user is notified of issues that are listed at the end of the process in a QA/QC Report. The submitter is advised at this time if corrections to the data file are needed. The QA/QC Report can be printed for reference while making corrections. If edits to the original file are needed, the submission process will be expedited if the submitter has EPA's Tier 2 Submit application open and available for use.

### Background and Use of the Tier 2 File

The Utah DEQ Tier 2 data system is modeled on the existing file format used in EPA's Tier 2 application (Tier2Submit). **Users should continue to use the EPA Tier 2 Submit application to create the initial *validated* Tier 2 submission data file.** (EPA's Tier 2 Submit application is available here: <http://www2.epa.gov/epcra/tier2-submit-software>).

In past practice, DEQ asked facilities to email their Tier 2 submission as an attachment in email to the generic DEQ email account (eqderrtier2@utah.gov). DEQ is introducing a new on-line upload portal to replace the submission-by-email process.

On July 13, 2012 EPA issued new rules that require inclusion of geo-coordinate data (as latitude/longitude) with the Tier 2 submission ((FR Vol.77, No. 135; July 13, 2012 p. 41300). The rule was effective on January 1, 2014. Beginning with EPA's Tier 2 Submit software for reporting year 2013, the application will not validate a data file unless the facility's latitude and longitude coordinate data are included. EPA's Tier 2 Submit application runs a QA/QC validation check on the submission file. DEQ has many existing facility records that pre-date this requirement. For this reason, the DEQ portal will perform a similar QA/QC check with a focus on the geographic location coordinate to ensure the location lies within the Utah boundary. The application will plot the facility on a map and present it to the submitter for visual confirmation.

Upon successful completion of QA/QC check, the file will be uploaded to DEQ. DEQ will conduct a final review and finalize the submission.

## Process Outline

The guide that follows will show you the standard process of making a submission using the DEQ Tier 2 Portal. Steps are demonstrated using screen-shots. The outline below describes the primary steps included you can expect to see.

## Process Steps

The DEQ submission process consists of seven steps:

1. Create a New User Login Account
  - **Pre-Screens** (link user account to facility record - optional)
2. Upload Tier 2 Submit File with QA/QC check
3. Validate Location
  - Confirm geographic coordinate (Lat/Long)
  - Set State ID (link State ID to submission file - optional)
4. Review Facility Contact Assignments
5. Review Contacts Information
6. Review Facility Chemicals
7. QA/QC Report and Completion
  - QA/QC Passed – submission complete
  - QA/QC Report (issues: data correction using EPA Tier2Submit)
    - Edit .t2s file to correct data
    - Validate and save
    - Resubmit to DEQ

The DEQ QA/QC process will flag a coordinate if it does not post within the Utah state boundary. In this context, the DEQ process is more rigorous than the EPA Tier 2 application. For this reason DEQ anticipates that DEQ latitude/longitude coordinate data check will be the most common QA/QC issue.

## Data Correction

If the DEQ QA/QC check identifies data issues:

1. The user will have the opportunity to print a QA/QC Report for use as reference to modify the original submission file. The QA/QC Report is presented in a list in the last step of the process.
2. The user is instructed to return to EPA's Tier 2 Submit application and
  - a. Edit the original record
  - b. Re-validate the file
  - c. **Create Electronic File** (creates a new .t2s file)
  - d. Return to the DEQ portal and upload the revised Tier 2 Submission file (.t2s).

## **STEP 1 – CREATE NEW USER LOGIN ACCOUNT**

PLEASE NOTE: When you create a new User Login account and prior to taking in user information, the application will prompt you with *pre-screens*. Pre-screens provide a mechanism for you to search for and link the new user account (that you are about to create) to a corresponding facility record. If the DEQ database does not have an existing record for your facility, you may bypass this process. The system can link a single user account to multiple facility records to accommodate a user that will be submitting for multiple facilities.

The order of presentation may be a source of confusion since the link is being facilitated before the User Account is created! However, the process was designed to link your user account to one or more facilities. The pre-Screen process is optional and the link can be created at a later time using options available in the menu system.

### **Checking for an Existing DEQ Facility Record**

If this is the first year in which your facility is reporting, or you are not sure if DEQ already has a record for your facility, the application will allow you to search our database. You may:

- (1) Search the database for a facility record and link your user account to each facility record for which you plan to make a Tier 2 submission<sup>1</sup>
- (2) By-pass these pre-screens and proceed to create a new account;

To Create a New User Account and begin your submission, navigate to the DEQ Tier 2 website at: [www.eqtier2.deq.utah.gov](http://www.eqtier2.deq.utah.gov).

Instructional videos are also available under [UDEQ's Tier 2 Submission Portal](#).

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<sup>1</sup> Certain commercial/industrial sectors show a relatively high rate of facility ownership turnover. For this reason a facility may be on-record under the name of a previous corporate owner.

## Creating a New User Login Account

To create a new user login account navigate to the main DEQ Tier 2 webpage at [www.eqtier2.deq.utah.gov](http://www.eqtier2.deq.utah.gov), and click the link **Click here to log in** (Figure 1).

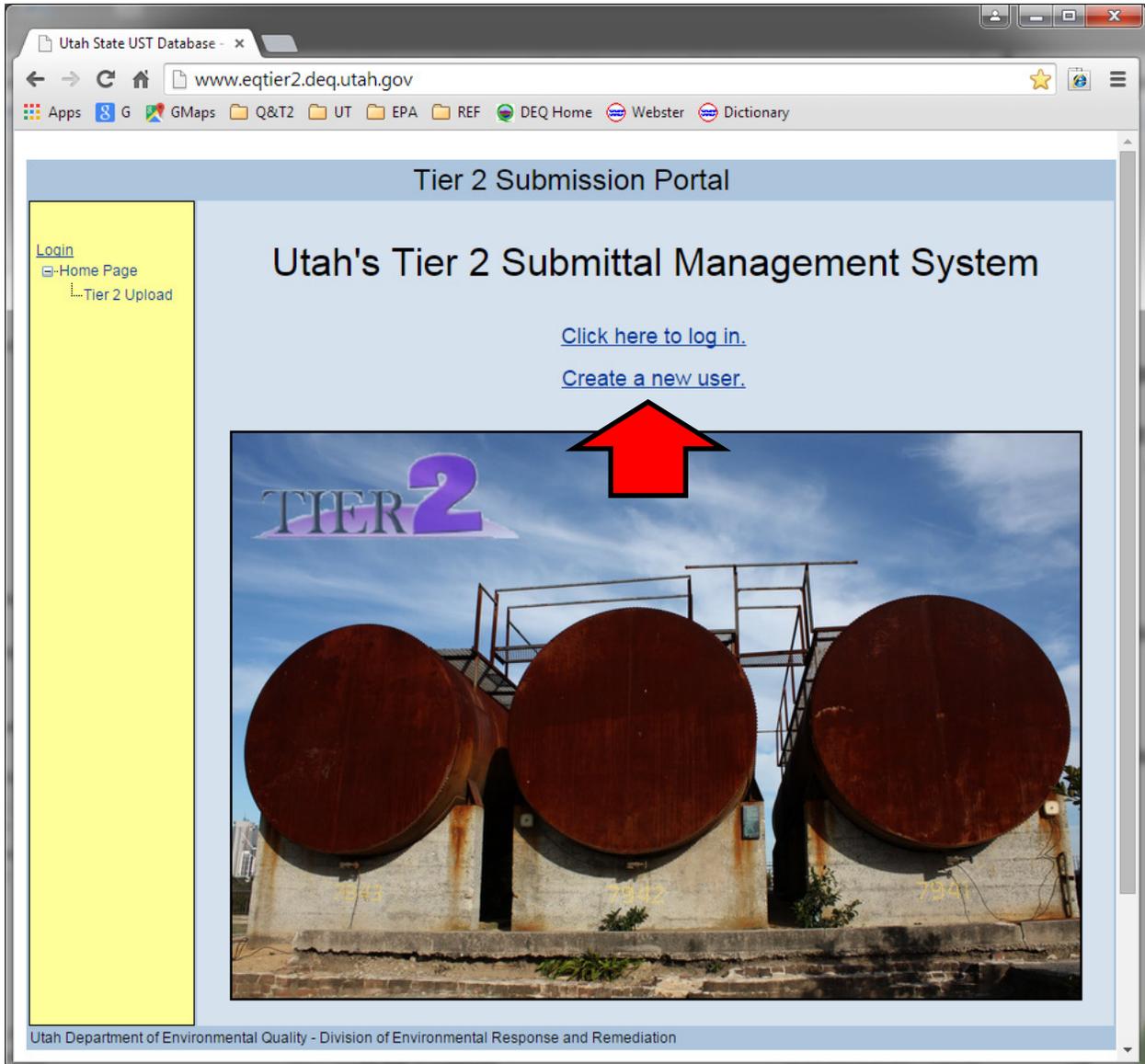
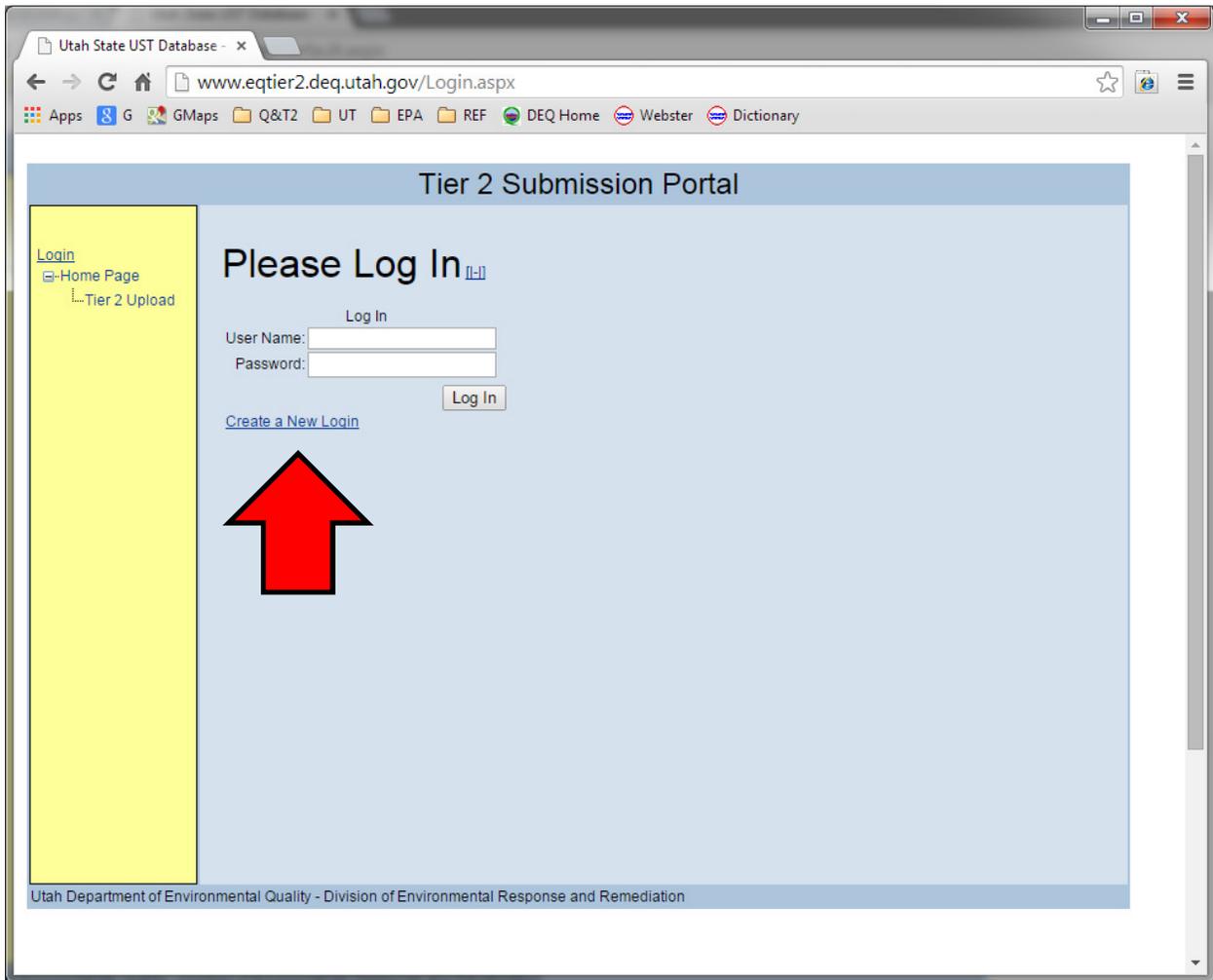


Figure 1

Click **Create a New Login** (Figure 2).

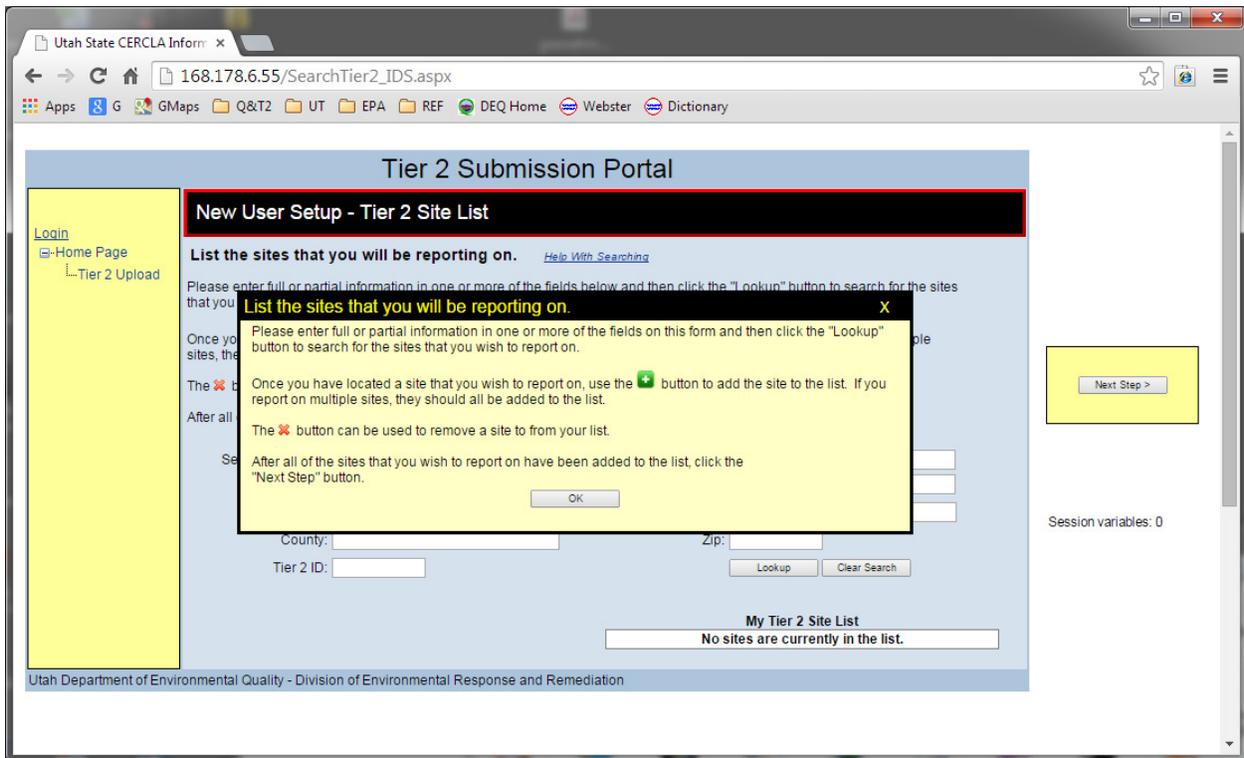


**Figure 2**

## Pre-Screens

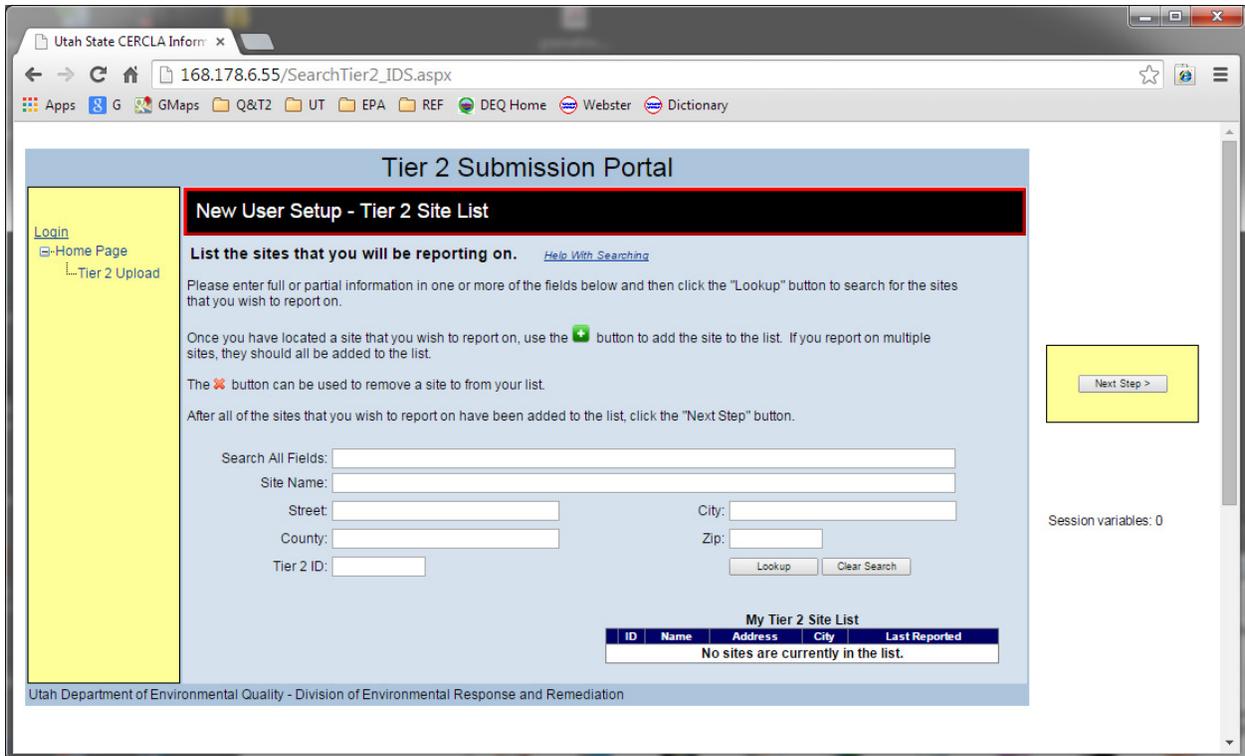
Prior to creating a new User Login Account, the application presents the New User Setup – Tier 2 Site List screen (Figure 3). If DEQ has an existing facility record (with Tier 2 ID) for your facility in the database, this series of pre-screens will allow you search for the record and link it to your new User Account. You can also establish the link (relationship) independently at a later time.

Details on how to link your new user login account to one or multiple facility records is described in the sequence of instructions that follow.



**Figure 3**

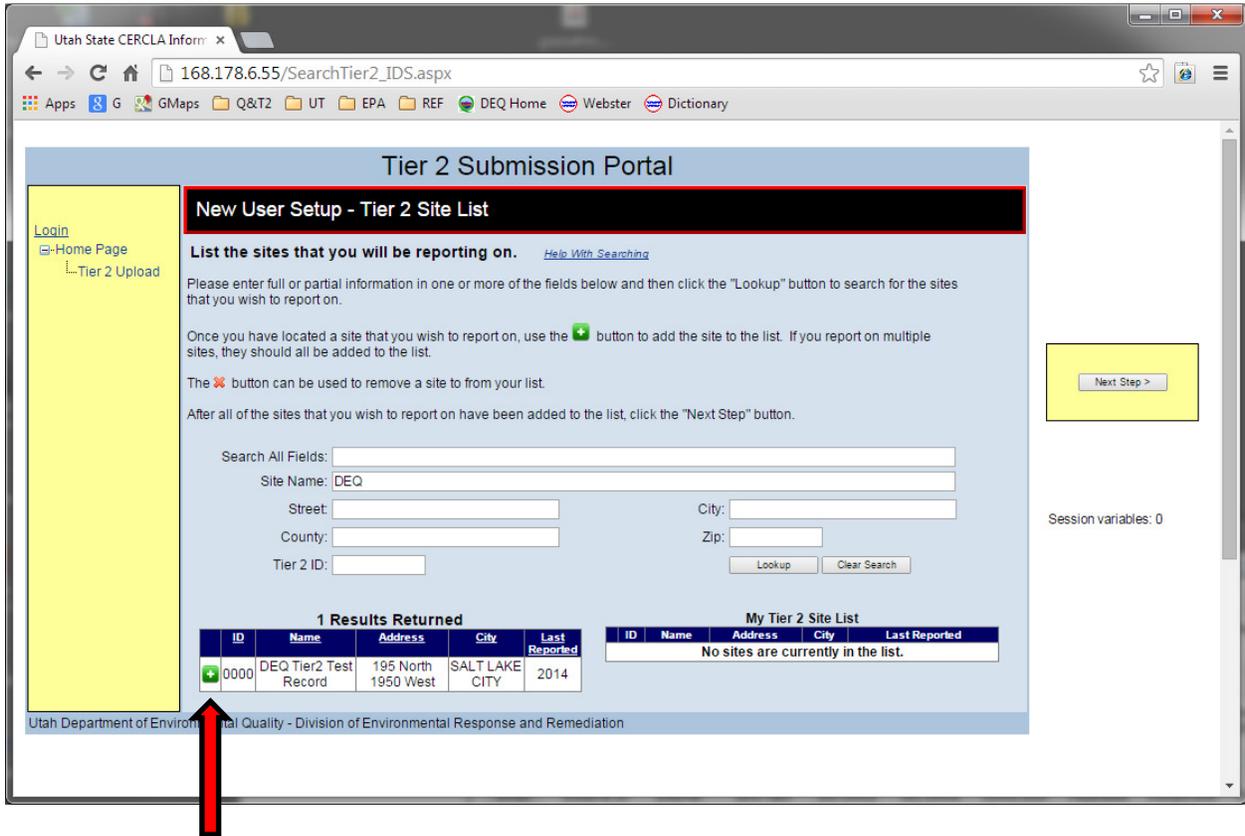
To continue, click **OK** in the Pop-up (Figure 3). Figure 4 shows the search screens. To by-pass the search, click **Next Step** (yellow box at right) and begin creating a new user login account.



**Figure 4**

You can use this screen to search through existing facility records or bypass the screen by clicking **Next Step**.

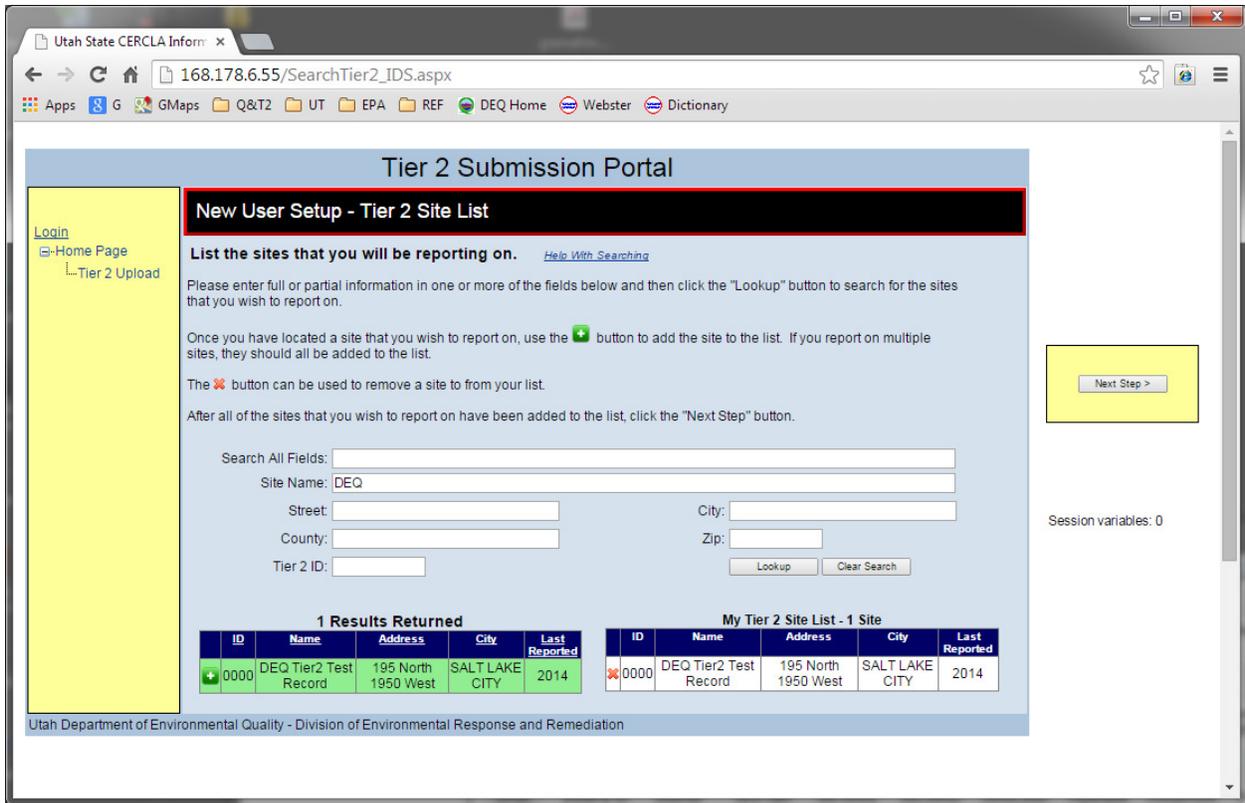
To begin a facility search, enter a search parameter and click **Lookup** (several search variations are demonstrated below).



**Figure 5**

In the example search shown in Figure 5 the user executed a search for a facility site name beginning with “DEQ”. Results of the search are shown in the lower left column titled **Results Returned**.

To select and link the facility record to your User Login Account, click the green plus-sign at left of the record (the screen will refresh).



**Figure 6**

The column **My Tier 2 Site List** (lower right) shows the record after selection.

Figure 7 shows another example of a records found. In this example the user applied the search parameter “Utah Division of” in the Site Name field. Two additional sites were selected and appear in the right-hand column.

The screenshot shows the 'Tier 2 Submission Portal' interface. At the top, there's a navigation bar with 'Login', 'Home Page', and 'Tier 2 Upload' links. The main heading is 'New User Setup - Tier 2 Site List'. Below this, there's a section titled 'List the sites that you will be reporting on.' with instructions and a 'Help With Searching' link. A search form is present with fields for 'Site Name' (containing 'UTAH DIVISION OF'), 'Street', 'City', 'County', and 'Zip'. There are 'Lookup' and 'Clear Search' buttons. Below the search form, there are two tables. The first table, '6 Results Returned', lists search results. The second table, 'My Tier 2 Site List - 3 Sites', lists sites added to the user's list. A red arrow points to the orange 'X' icon in the first column of the 'My Tier 2 Site List' table, indicating the removal of a site.

ID	Name	Address	City	Last Reported
6045	UTAH DIVISION OF WILDLIFE RESOURCES FISHERIES EXPERIMENT STATION	1465 WEST 200 NORTH	LOGAN	2008
6466	UTAH DIVISION OF WILDLIFE RESOURCES, MANTUA FISH HATCHERY	555 EAST FISH HATCHERY ROAD	MANTUA	2009
0596	UTAH DIVISION OF WILDLIFE RESOURCE FOUNTAIN GREEN FISH HATCHERY	700 NORTH BIG SPRINGS ROAD	FOUNTAIN GREEN	2003
4674	UTAH DIVISION OF WILDLIFE RESOURCES SPRINGVILLE FISH HATCHERY	1000 NORTH MAIN STREET	SPRINGVILLE	2003
4696	UTAH DIVISION OF WILDLIFE RESOURCES GLENWOOD FISH HATCHERY	680 EAST FISH HATCHERY ROAD	GLENWOOD	2005
4697	UTAH DIVISION OF WILDLIFE RESOURCE	2722 EAST MIRROR	WOODLAND	2003

ID	Name	Address	City	Last Reported
X 0000	DEQ Tier2 Test Record	195 North 1950 West	SALT LAKE CITY	2014
X 6045	UTAH DIVISION OF WILDLIFE RESOURCES FISHERIES EXPERIMENT STATION	1465 WEST 200 NORTH	LOGAN	2008
X 6466	UTAH DIVISION OF WILDLIFE RESOURCES, MANTUA FISH HATCHERY	555 EAST FISH HATCHERY ROAD	MANTUA	2009

**Figure 7**

To remove a site from your site list, click the orange ‘X’ (the screen will refresh). When done selecting click **Next Step** to begin entering data for your new login account.

Figure 8 (below) shows a new user account screen with one site selected (right column). Figure 9 shows a new user account screen with no sites selected.

# User Account Setup

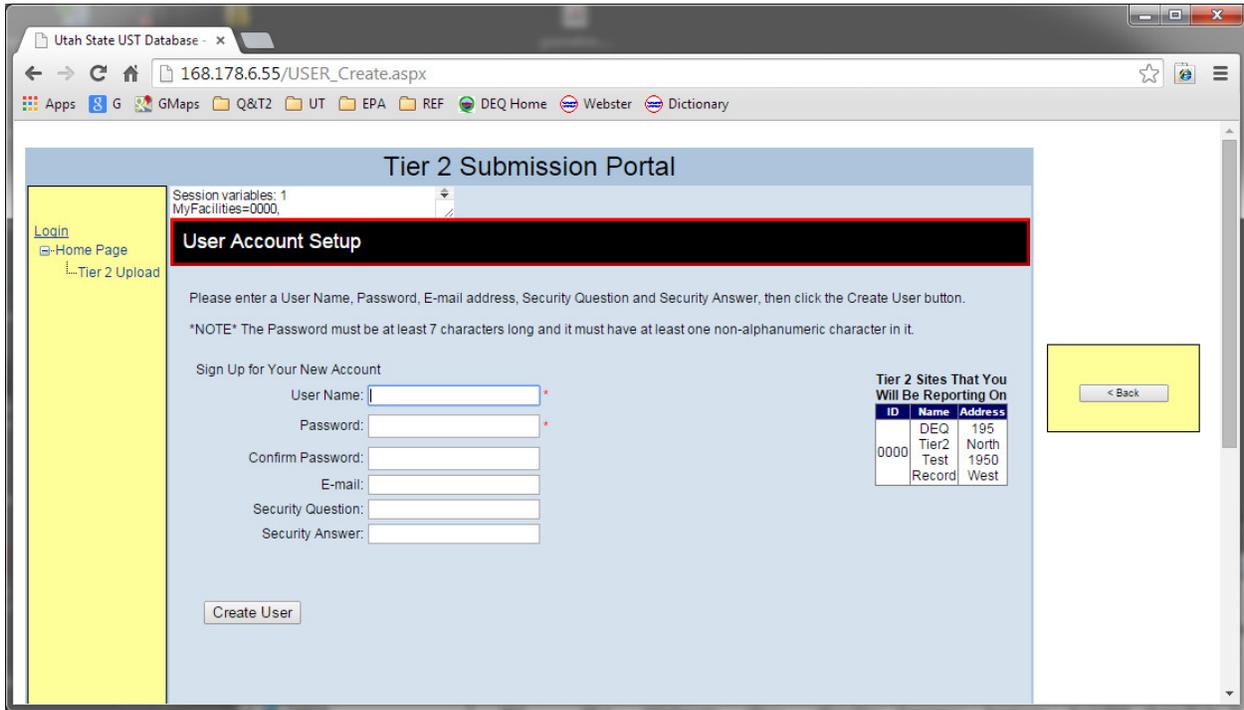


Figure 8 (showing one site selection)

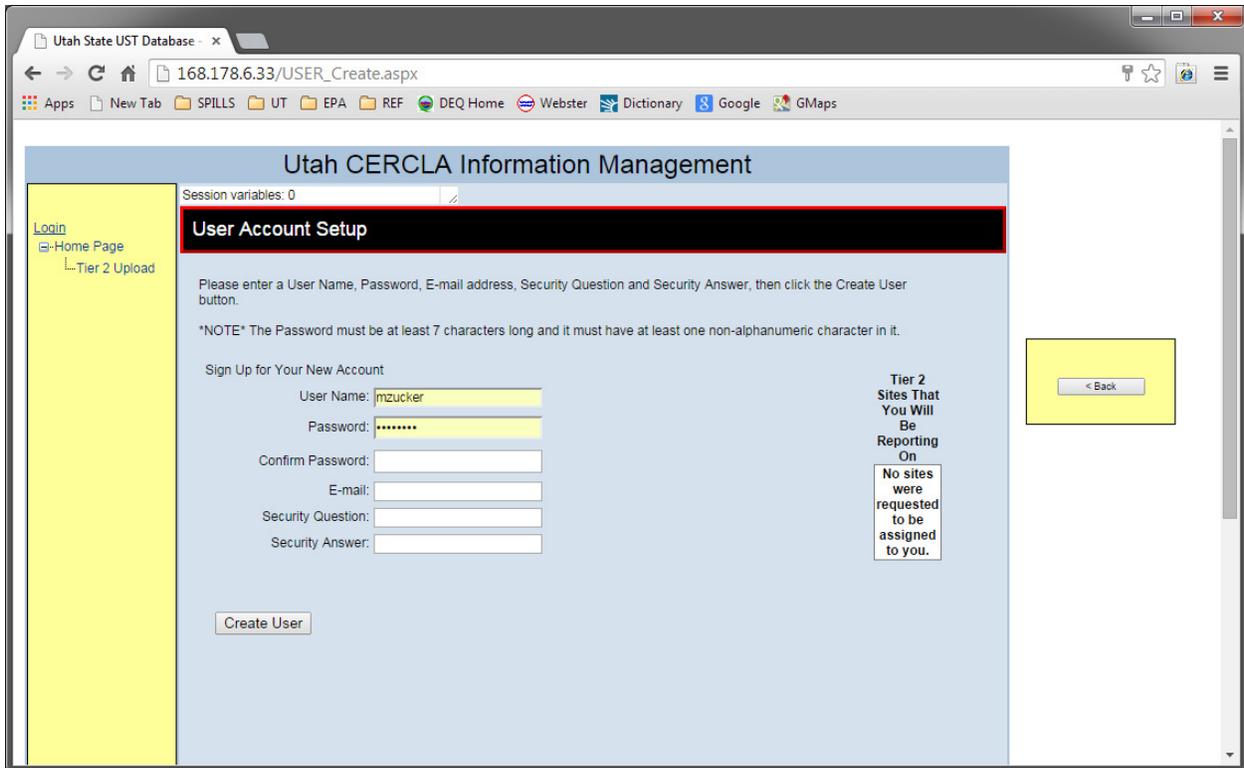


Figure 9 (showing no site selection)

Following from figures 8 or 9, complete all fields in the form and click **Next Step**.

**Note: The password must be at least 7 characters and contain at least one non-alphanumeric character.**

Create your own Security Question and Security Answer.

Click **Create User**.

### **Activate New User Account**

When finished creating the account, it must be activated before you can proceed. To activate your account:

1. Contact the Utah Dept. of Environmental Quality via email to [eqderrtier2@utah.gov](mailto:eqderrtier2@utah.gov) to provide notice that you've created a new Tier 2 account and request activation.
2. Please provide the User ID and the email address you used to set up the account.
3. DEQ will notify you by email of your account activation. You should be able to access the application immediately.

It will be helpful to have your validated Tier 2 submission file available. This is the file you created in EPA's Tier 2 Submit application.

The DEQ upload/submission portal performs some QA/QC on the file. If the check finds outstanding issues you will be able to print the list. You will be instructed to return to EPA's Tier 2 Submit to make the corrections to your submission file. Follow the normal process to revalidate the record(s) and save your record out to a (.t2s) file. Return to the DEQ portal to upload the new file.

## STEP 2 - UPLOAD TIER 2 SUBMISSION FILE

After your account is activated, navigate back to the DEQ webpage (www.eqtier2.deq.utah.gov) and log in.

Note the Table-of Contents menu tree in the left-hand column (Figure 10). Click the link **Tier 2 Upload** and follow the sequence as shown in Figures 11-12.

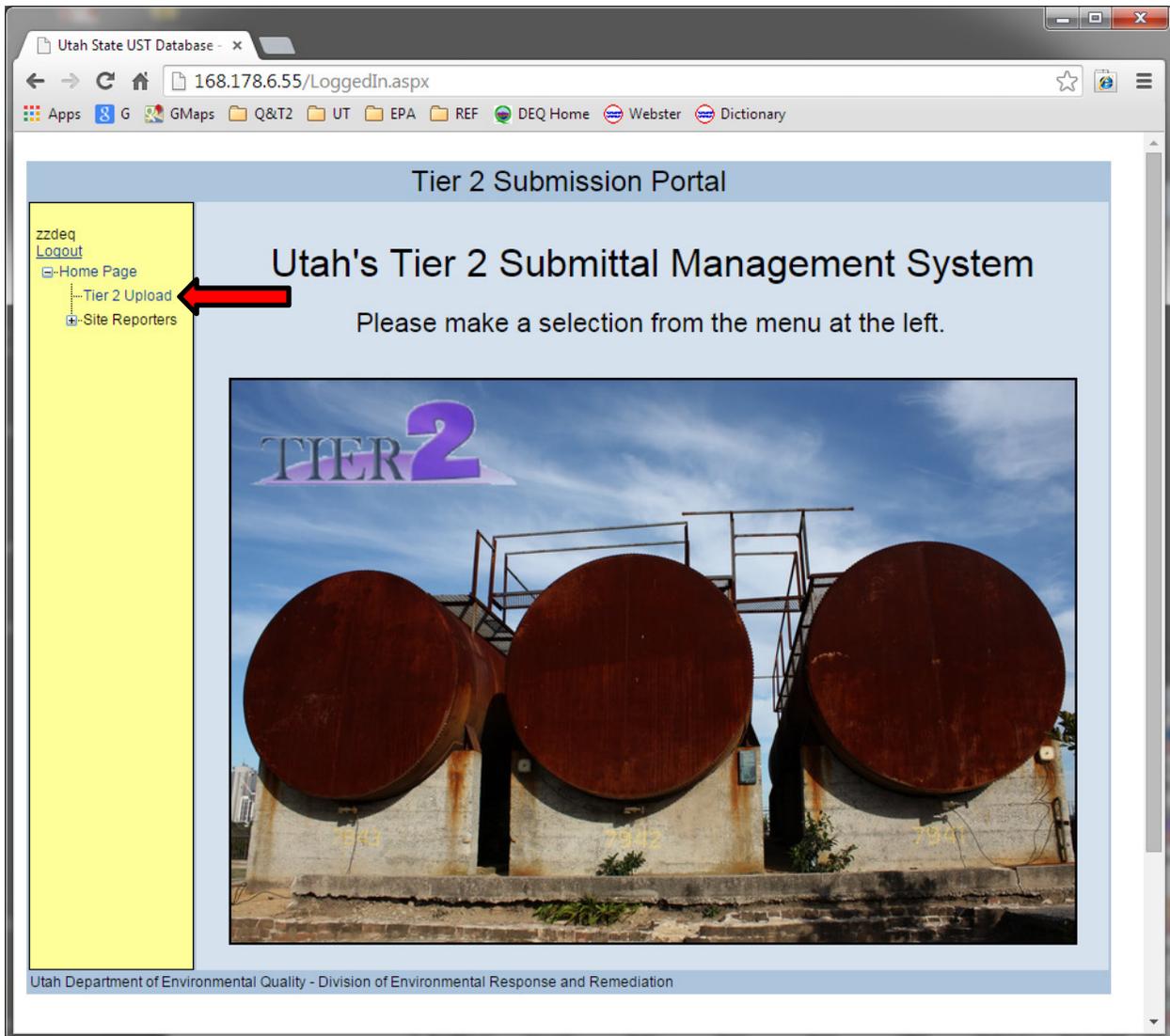
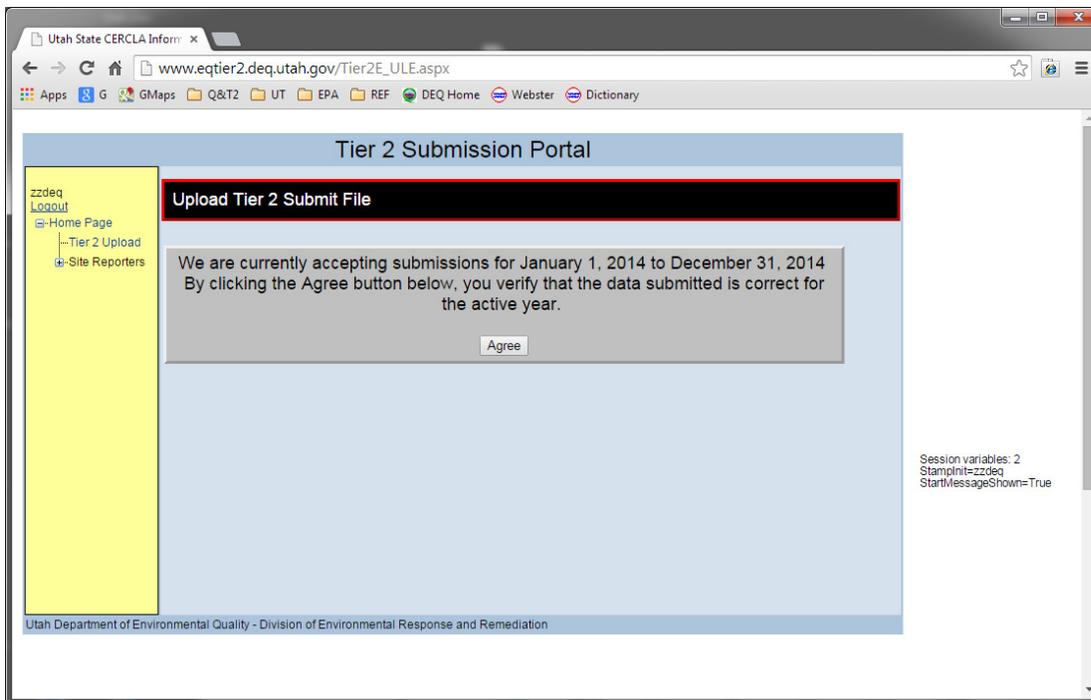
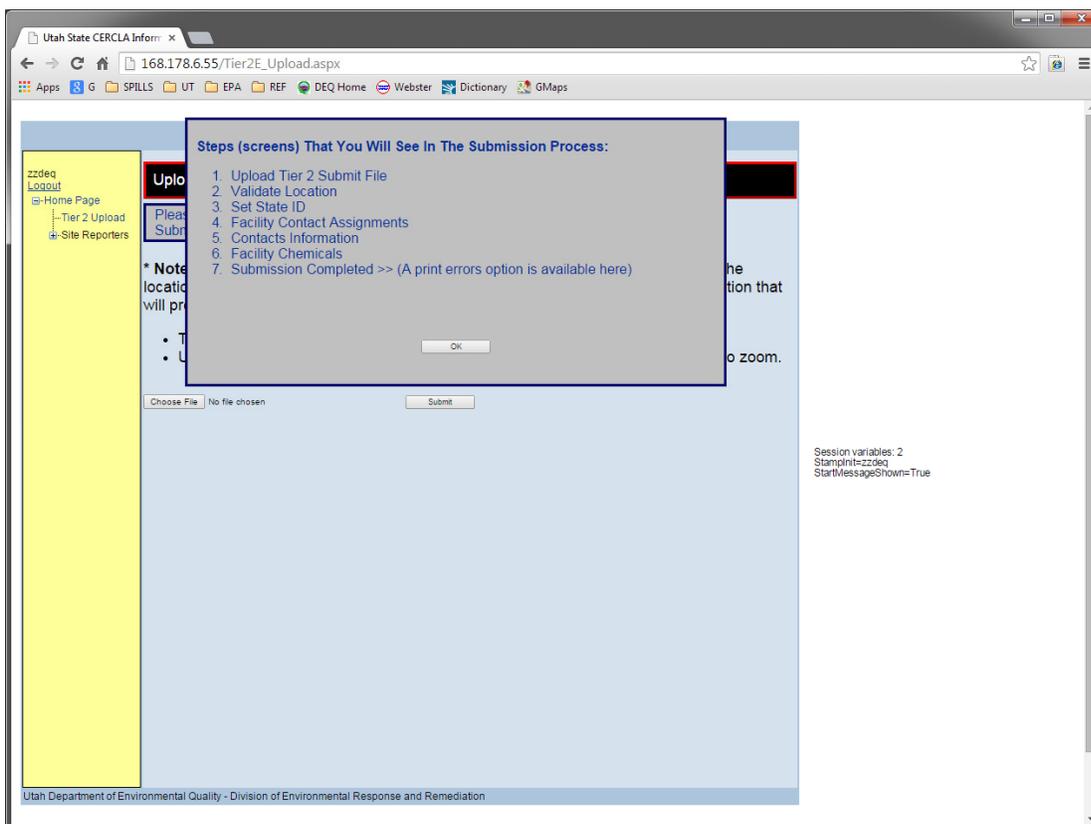


Figure 10

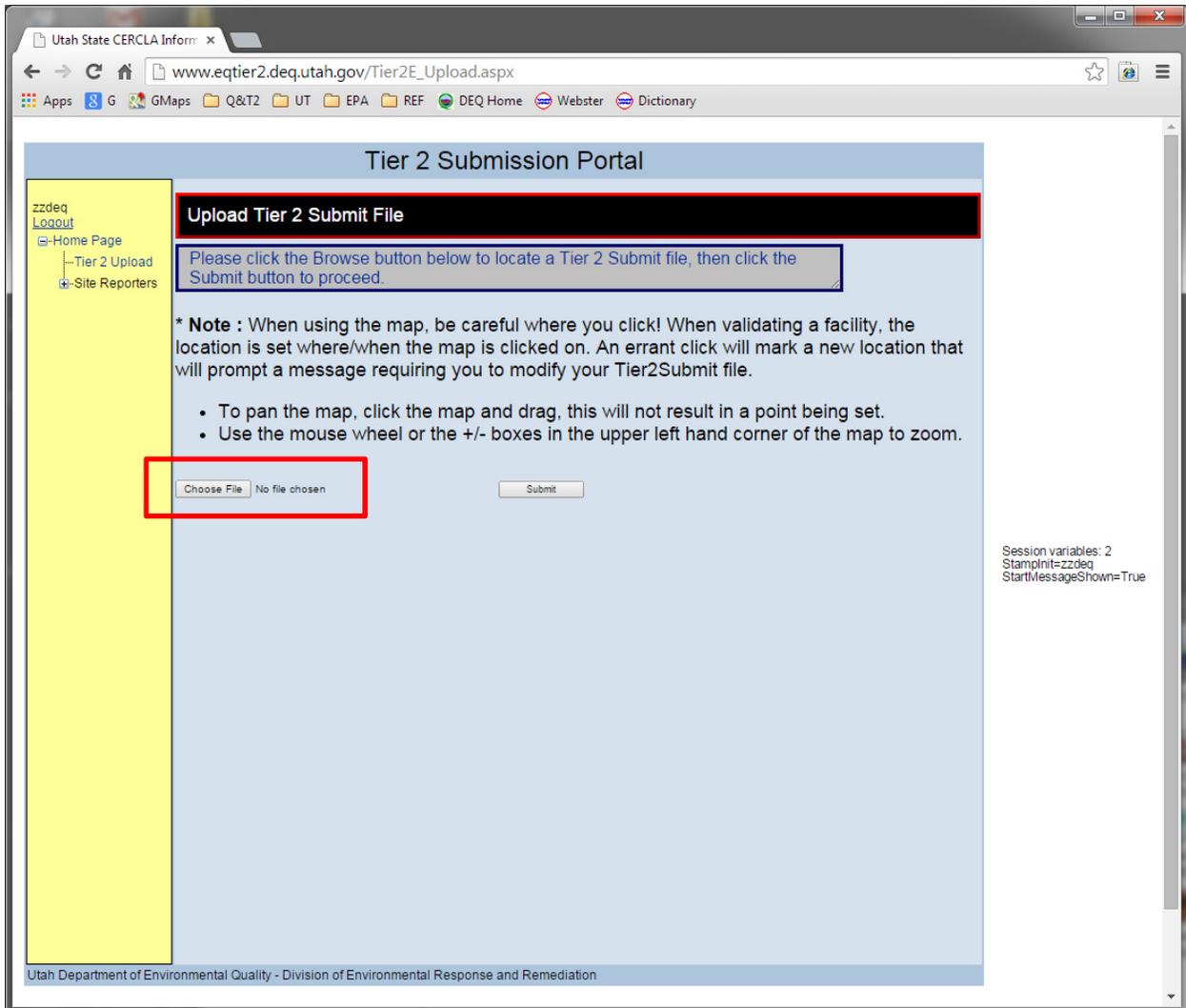


**Figure 11** Click Agree.



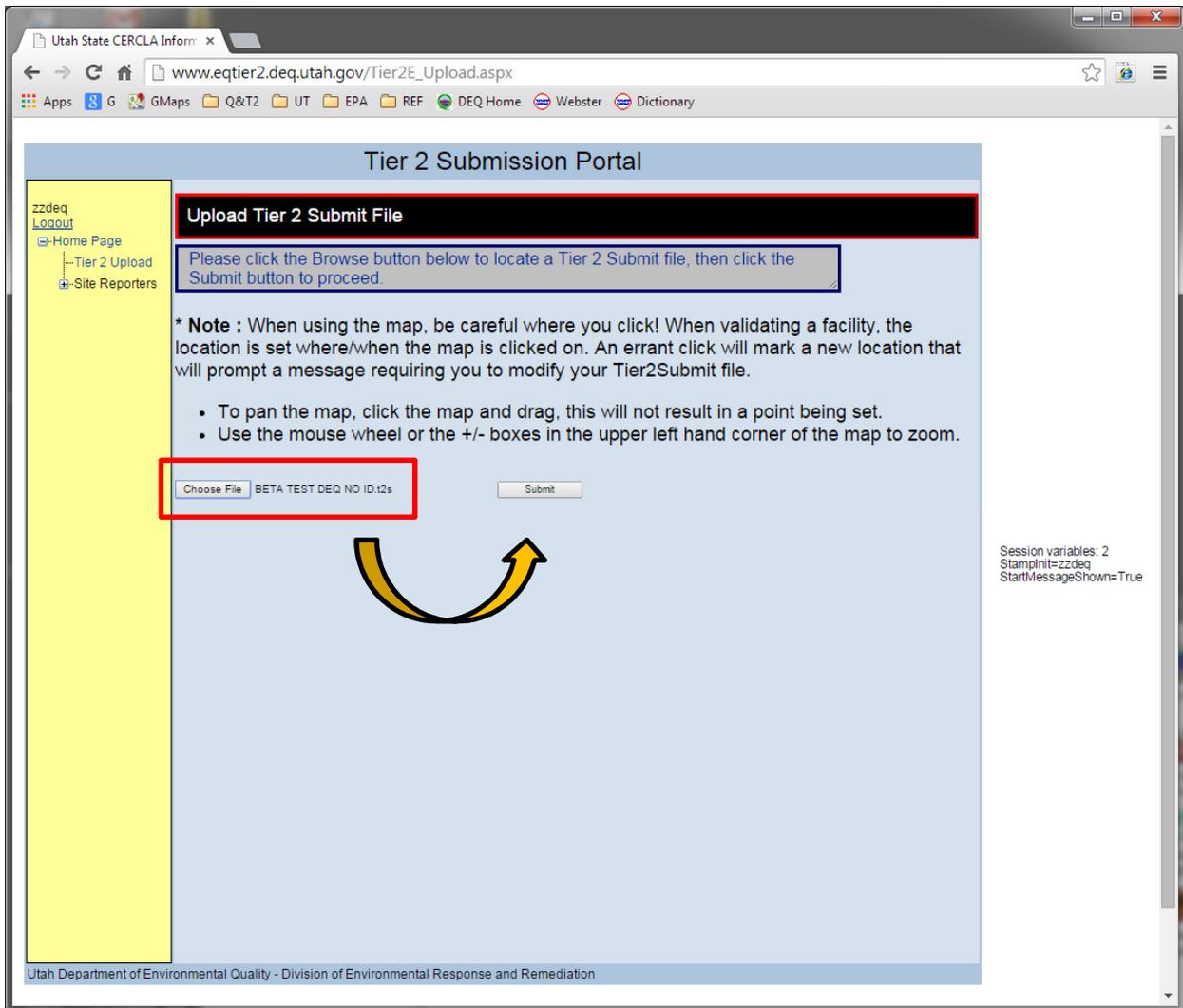
**Figure 12** The pop-up displays the primary steps involved in the process, click **OK**.

The **Upload Tier 2 Submit File** screen begins the upload and QA/QC check process (Figure 13).



**Figure 13**

Click **Choose File** to find and select your Submission file.



**Figure 14**

After you selected your submission file, the filename will appear next the **Choose File** button (Figure 14).

Click **Submit**.

### STEP 3 - VALIDATE FACILITY LOCATION & SET STATE ID

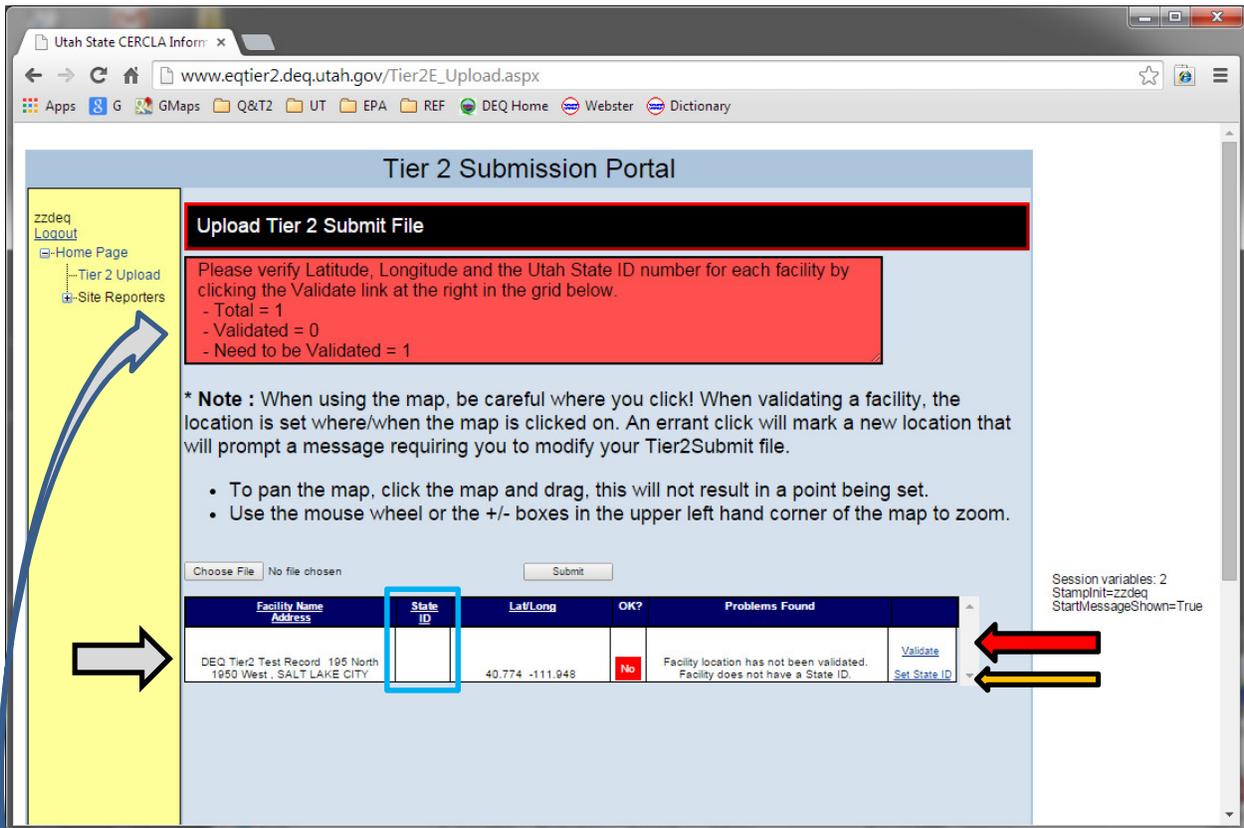


Figure 15

This screen (Figure 15) presents the basic facility information extracted from the submission file.

- **Red box** items indicate data have not passed the QA/QC checks.
- **Green box** items indicate data have passed the QA/QC checks.

In this screen you can review the initial facility data: Facility Name and Address, State ID, Lat/Long, (status of Lat/Long defaults to No) and Problems Found. In the example above, the submission file does not contain a Utah Tier 2 ID number (blue box), and the column “OK?” shows “No” because the geographic point location has not been validated. Validation is done in the next step.

Description of actions available shown in Figure 15, what to do:

**Review** and confirm facility information (gray arrow). Two links are presented in the right column of the row:

*Validate* (is required – red arrow)

This function is used to validate the geographic coordinate location of the facility; and

*Set State ID* (orange arrow)

This function is used to link the submission file to the facility record and ID.

**NOTE: if you did not include a Utah Tier 2 ID in the submission file:** you will be asked if you want to search the DEQ dataset to see if our data system contains a facility record with Tier 2 ID for your facility. This happens after you validate the geographic location.

### **History of Geographic Coordinate Data (Latitude/Longitude) in DEQ Facility Records**

EPA made the requirement to include a geographic coordinate (latitude/longitude) as part of the submission beginning with RY2013 submissions. DEQ created many facility records prior to implementation of the requirement and those records may not contain a facility coordinate. For this reason, our application provides a mechanism to confirm the coordinate when it is provided or determine the correct coordinate and add it into the submission file.

## Validate the Coordinate Location

Click **Validate**.

This action opens the map to validate the coordinate location as shown in Figure 16. The map provides the user an opportunity to check the geographic location of the facility. Review the map location and verify that the coordinate data you supplied in the submission file is accurate. The longitude and latitude from your file appears above the map. The yellow point on the map identifies the graphic representation of the facility. Orange points depict other Tier 2 facility locations.

Additional elements of the Map Window are described in the Sidebar below. Instructions for using the map are provided following the sidebar under **What to do**.

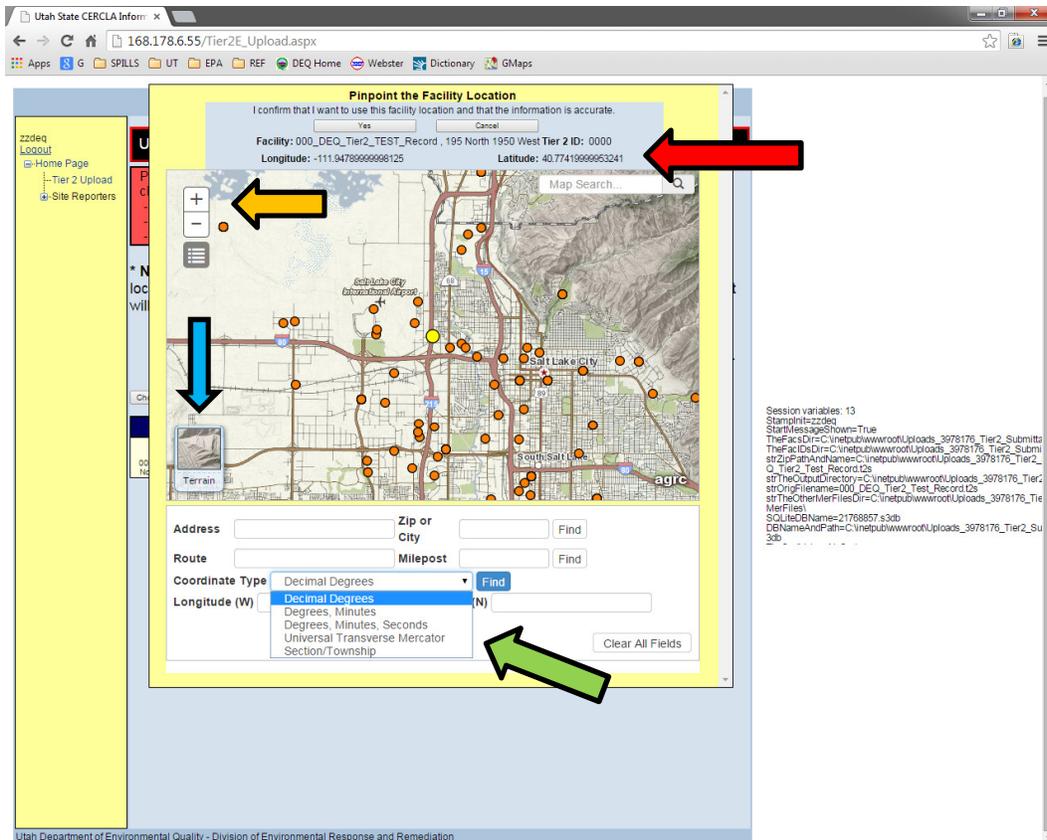


Figure 16

## **Side Bar** – Description and Navigating in the MAP window

Red Arrow: Facility information and the Point Coordinate of the facility (if provided) is displayed above the map.

Orange Arrow: Zoom tools, or you can zoom with the mouse wheel.

Blue Arrow: Background selection (sub-map lower left, click-to-toggle). The user can cycle through various backgrounds by clicking the sub-map. Backgrounds are: Terrain, Hybrid, Streets, Imagery, Topo(graphic), Lite, or Hillshade.

Search fields are below the map. You can search by address, city, zipcode, roadway route & milepost, or geo-coordinate.

Green Arrow: Several geo-coordinate formats are available from the drop-down in the field Coordinate Type. The default coordinate system is Decimal Degrees.

NOTE: Pan with mouse (use mouse actions judiciously). If you click in the map, or otherwise create a coordinate point on the map that is different from the coordinate uploaded from your submission file, the new coordinate recorded by the system will not match the coordinate pulled from the file. The system will not reconcile the new coordinate to the coordinate uploaded from the submission file. If this occurs, a red-screen notice will appear in the last step. The easiest solution is to re-upload the file.

### **What to do:**

1. If the location is valid:
  - a. Click **YES** (top left above the map)
  - b. You will be returned to the previous screen
2. If the location is **not** accurate, you can determine the correct location coordinate:
  - a. If you know the coordinate of your facility, you can enter it below the map using:
    - i. Street address, and city or zip code;
    - ii. Route number and milepost; or
    - iii. Geographic coordinate: several coordinate system formats and types are available (select from the dropdown)
  - b. If you do NOT know the coordinate of your facility, you can navigate in the map to the location where your facility is located and click on a point to establish the Lat/Long coordinate.
  - c. The coordinate is displayed (as decimal Longitude and Latitude) above the map
  - d. Record the Lat/Long (4 or 5 decimal places should be sufficient)

Items flagged for correction will be listed when you get to the last screen. You can print the list of outstanding QA/QC issues at this time.

If your file did not contain a Tier 2 ID number, after you confirm the facility location, a prompt will appear asking if reports have been filed for this facility in the past (Figure 17).

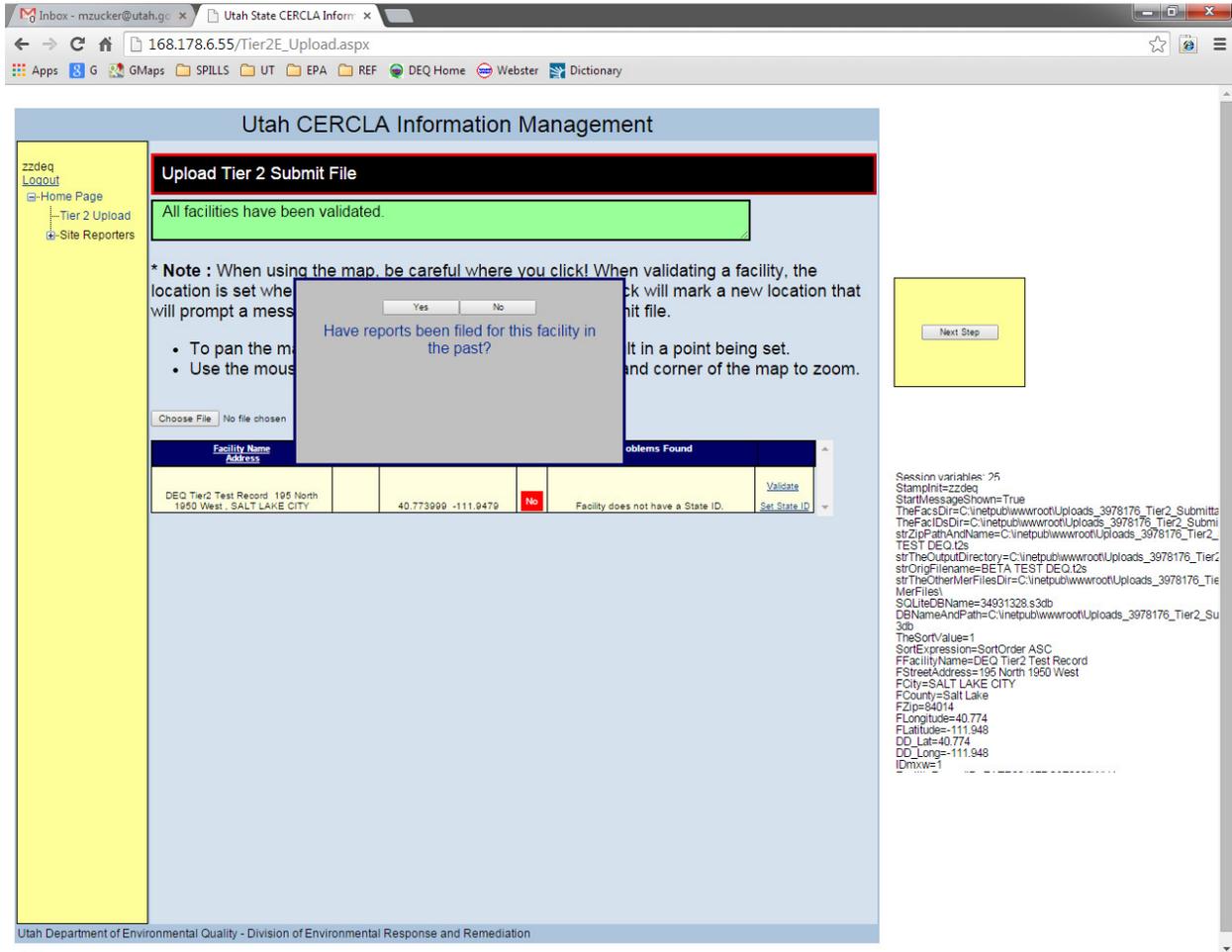


Figure 17

If you click **Yes** to the prompt, the application will present a search screen providing the opportunity to find the facility ID (Figure 18). If you click **No**, you will be returned to the prior screen, and you can click **Next Step** to bypass the search and continue. Bypass with take you to Figure 20.

## Set State ID

The screenshot shows a web browser window with the URL [www.eqtier2.deq.utah.gov/Search\\_T2\\_ID.aspx](http://www.eqtier2.deq.utah.gov/Search_T2_ID.aspx). The page title is "Tier 2 Submission Portal". On the left, a yellow sidebar contains a user profile for "newuser" with a "Logout" link, and navigation links for "Home Page", "Tier 2 Upload", and "Site Reporters". The main content area features a "Facility ID Number Search: -" section with a red border. Below this, instructions state: "Please select the Utah State ID number that this facility has been reported under in previous years. To locate the ID number for this facility, enter complete or partial information in any of the fields below. Once you have entered the search information, press enter or click the Lookup button." The search form includes a "Search All Fields (slower):" text box, a "Facility Name:" text box, and input fields for "Street:", "City:", "County:", and "Zip:". Below these fields are buttons for "Lookup", "Can't Find", "Clear", and "Searching Help". At the bottom, a "My Facilities" section displays "No sites are currently assigned." in a scrollable box. The footer of the page reads "Utah Department of Environmental Quality - Division of Environmental Response and Remediation".

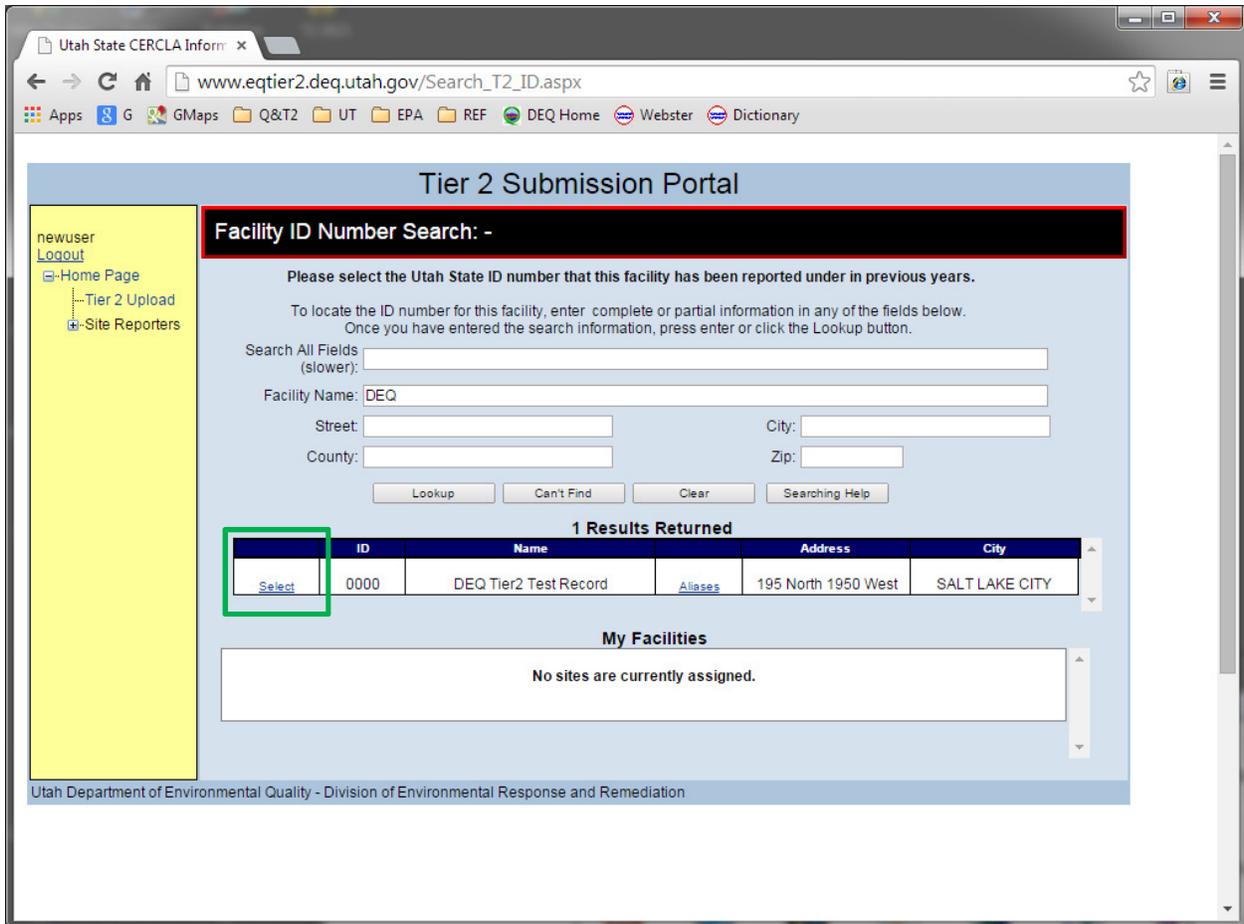
**Figure 18**

You can return to the previous screen by clicking **Can't Find**.

To search the facility records, enter a search parameter using one or more of the fields provided (Figure 19) and click **Lookup** to execute the search.

To clear existing parameters from the search fields click **Clear**. To review search help click **Searching Help**.

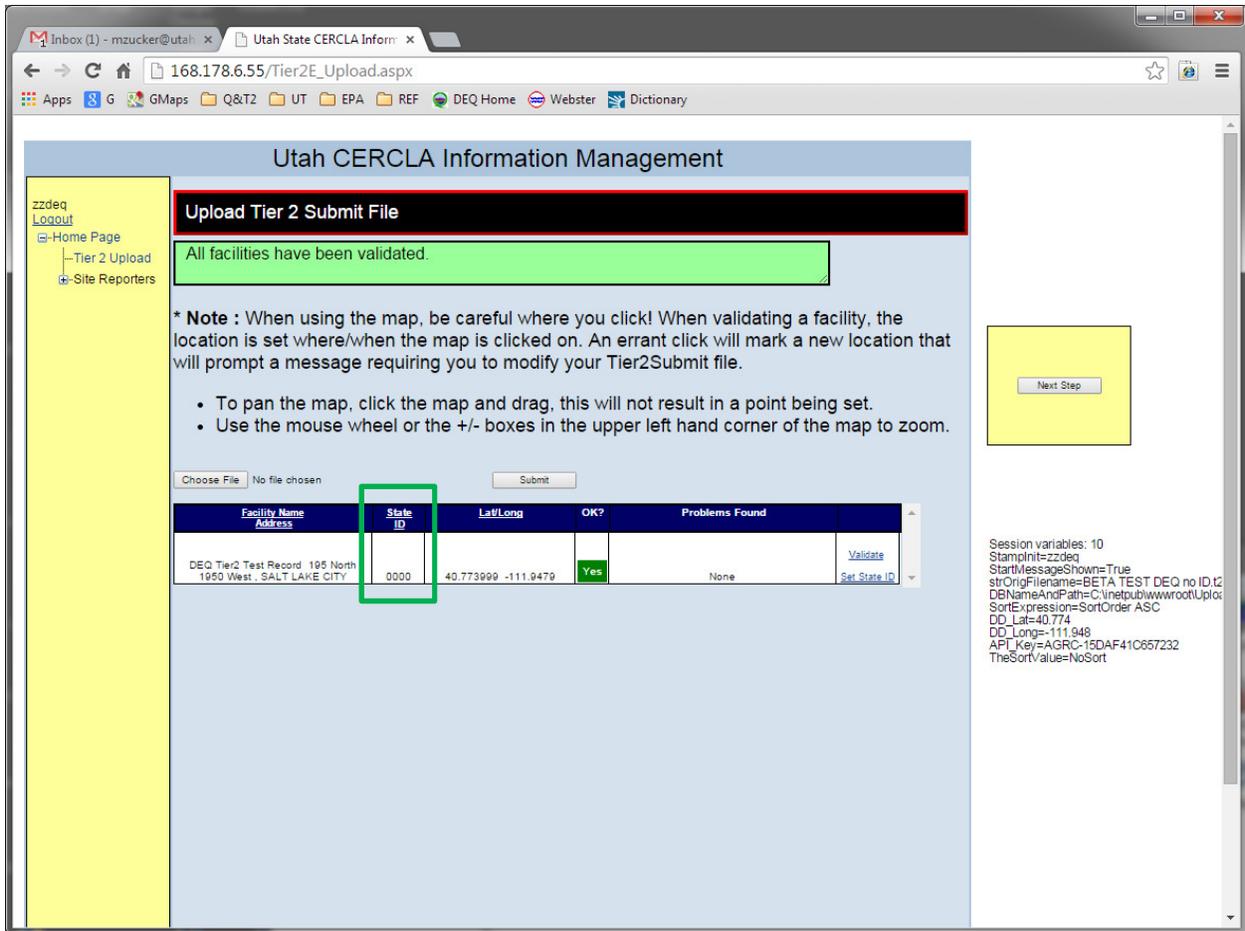
In the example shown in Figure 19 the user entered the first three characters of the facility name “DEQ” and found an existing facility record in the listed results.



**Figure 19**

Review the facility record to ensure it matches your facility. If correct, click **Select** (green box).

The application returns to the validation screen.



**Figure 20**

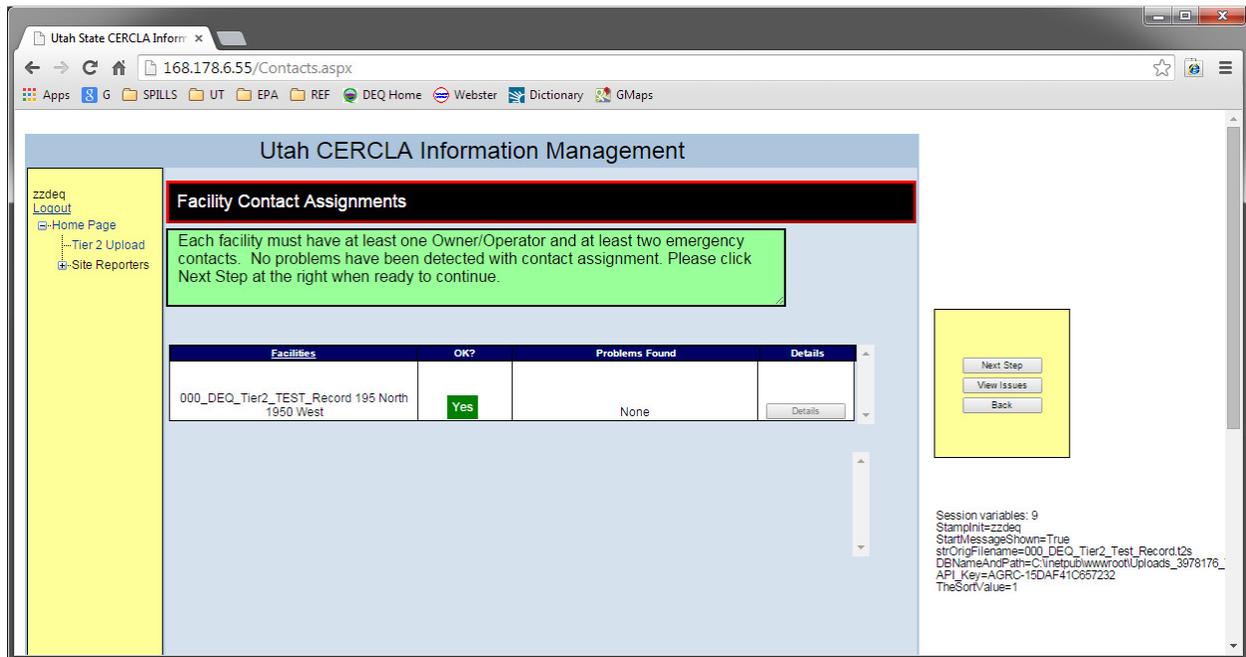
The State Tier 2 ID field is now populated (green box Figure 20). The system has linked the State Tier 2 ID to the submission file.

Click **Next Step**.

## STEP 4 – FACILITY CONTACT ASSIGNMENTS

This step will show existing issues with the contact types (Figure 21).

You are unlikely to see contact errors in this screen since the EPA Tier 2 Submit application will not allow the user to create an electronic (.t2s) file if any such errors exist.



**Figure 21**

Click **Next Step**.

If issues appear, you can review them by clicking **View Issues**, else click **Next Step** to continue.

## STEP 5 – CONTACTS INFORMATION

This step reports on additional detail about each contact provided (Figure 22).

Click the **Details** button (right-hand column) to select a record. The active contact record will appear in yellow highlight a corresponding phone type and phone number for the selected contact is listed in the matrix below the contacts.

Utah CERCLA Information Management

**Contact's Information**

Each contact must have a name that is not on the generic names list (click the Generic Names List button to view the list) and a 10 digit telephone number including the area code. Owner contacts must have an address and emergency contacts must have a 24 hour telephone number. No problems have been detected. Please click Next Step at the right when ready to continue.

Generic Names

Contact First	Contact Last	OK?	Problems	Owner Operator	Emergency Contact	Details
Mr. Mike	A	Yes	None	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Details
Mike	B	Yes	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Details
Mike Jr.	C	Yes	None	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Details

Type

Type	Phone
24-hour	801-536-4123
Work	801-536-1111
Home	801-536-4100
Emergency	801-536-0000

Next Step  
View Issues  
Back

Session variables: 12  
StampIn=zdeq  
StartMessageShown=True  
strOrigFilename=Beta Test DEQ WITH ID.12s  
API\_Key=AGRC-15DAF41C657232  
ContactRecordID=CTTR2013ACBDA1001H83  
DBNameAndPath=C:\inetpub\wwwroot\Uploads  
TheSortValue=1

**Figure 22**

If issues appear, you can review them by clicking **View Issues**, else click **Next Step** to continue.

## STEP 6 – FACILITY CHEMICALS

This step shows the list of chemicals in the submission. This is a review screen only.

Utah CERCLA Information Management

**Facility Chemicals**

All chemicals must have a name, Average and Maximum Amount Codes must be between 1 and 13 inclusive. Days On Site must be between 1 and 365 inclusive. No problems have been detected. Please click Next Step at the right when ready to continue.

Facility	CAS	Chemical	Avg Amt Code Max Amt Code Days On Site	OK / Errors Found
000_DEQ_Tier2_TEST_Record 195 North 1950 West	7732-18-5	DIHYDROGEN MONOXIDE	Avg Amt - 02 Max Amt - 02 Days On Site - 365	OK
000_DEQ_Tier2_TEST_Record 195 North 1950 West	124-38-9	CARBON DIOXIDE	Avg Amt - 02 Max Amt - 02 Days On Site - 365	OK
000_DEQ_Tier2_TEST_Record 195 North 1950 West	7782-50-5	CHLORINE	Avg Amt - 04 Max Amt - 04 Days On Site - 365	OK
000_DEQ_Tier2_TEST_Record 195 North 1950 West	7664-41-7	AMMONIA (ANHYDROUS)	Avg Amt - 06 Max Amt - 06 Days On Site - 365	OK
000_DEQ_Tier2_TEST_Record 195 North 1950 West		Finishing Materials	Avg Amt - 06 Max Amt - 06 Days On Site - 365	OK
000_DEQ_Tier2_TEST_Record 195 North 1950 West		Wood and Wood Products	Avg Amt - 10 Max Amt - 10	OK

Session variables: 12  
 StampInt=zzdeq  
 StartMessageShown=True  
 strOrigFilename=000\_DEQ\_Tier2\_Test\_Record12s  
 DENameAndPath=C:\inetpub\wwwroot\Uploads\_397817  
 API\_Key=AGRC-15DAF41C657232  
 TheSortValue=1  
 ContacRecordID=CTTR20137PCEV200726B

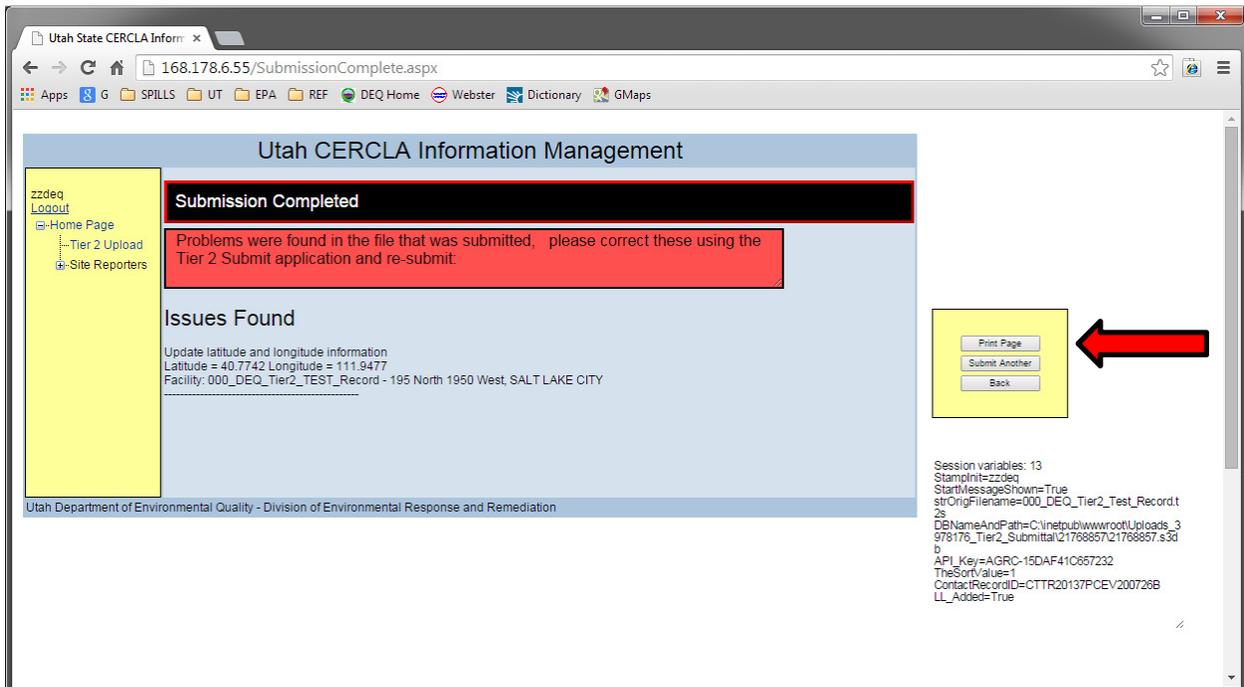
**Figure 23**

Click **Next Step** to continue.

## STEP 7 – QA/QC REPORT AND SUBMISSION COMPLETION

The final step (screen) lists any outstanding issues found in the data. The DEQ system will not alter the data that has been uploaded. For this reason, if there are issues/errors that need to be corrected, the user must return to the EPA Tier 2 Submit software application and:

1. Edit or correct the issues indicated
2. Create a new submission file
3. Re-submit/re-upload the file to the DEQ portal



**Figure 24**

The QA/QC Report can be printed using the **Print Page** button on Figure 24 (red arrow).

Figure 25 shows an example QA/QC Report listing outstanding issues.

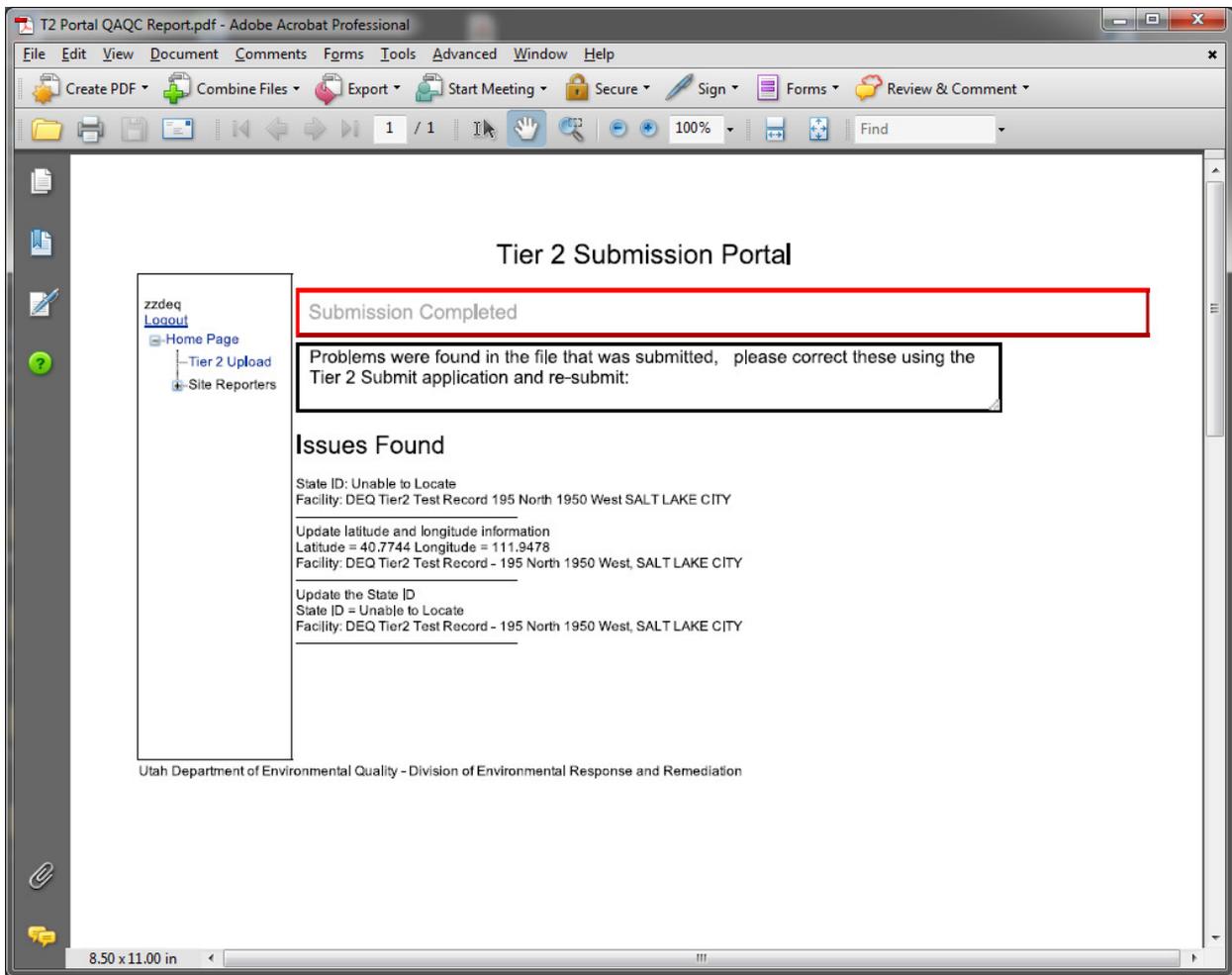
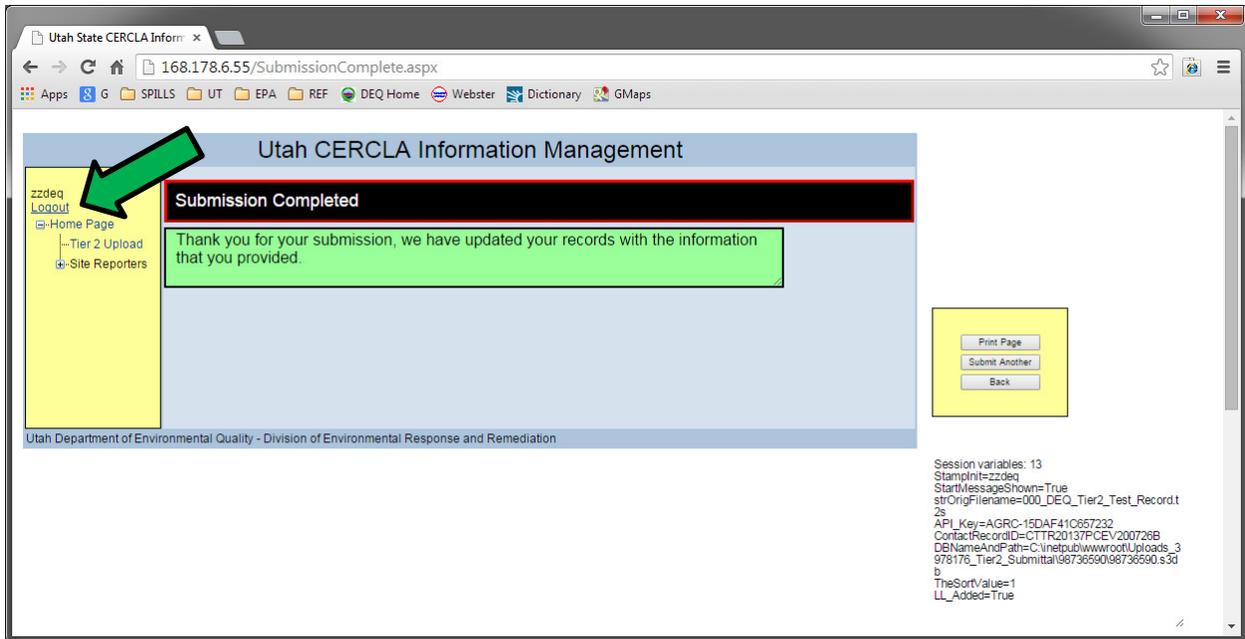


Figure 25



**Figure 26**

Figure 26 shows a successful submission.

If you are submitting for multiple facilities you can make additional submissions by clicking **Submit Another**.

If you are finished please **Logout** - green arrow in Figure 26.

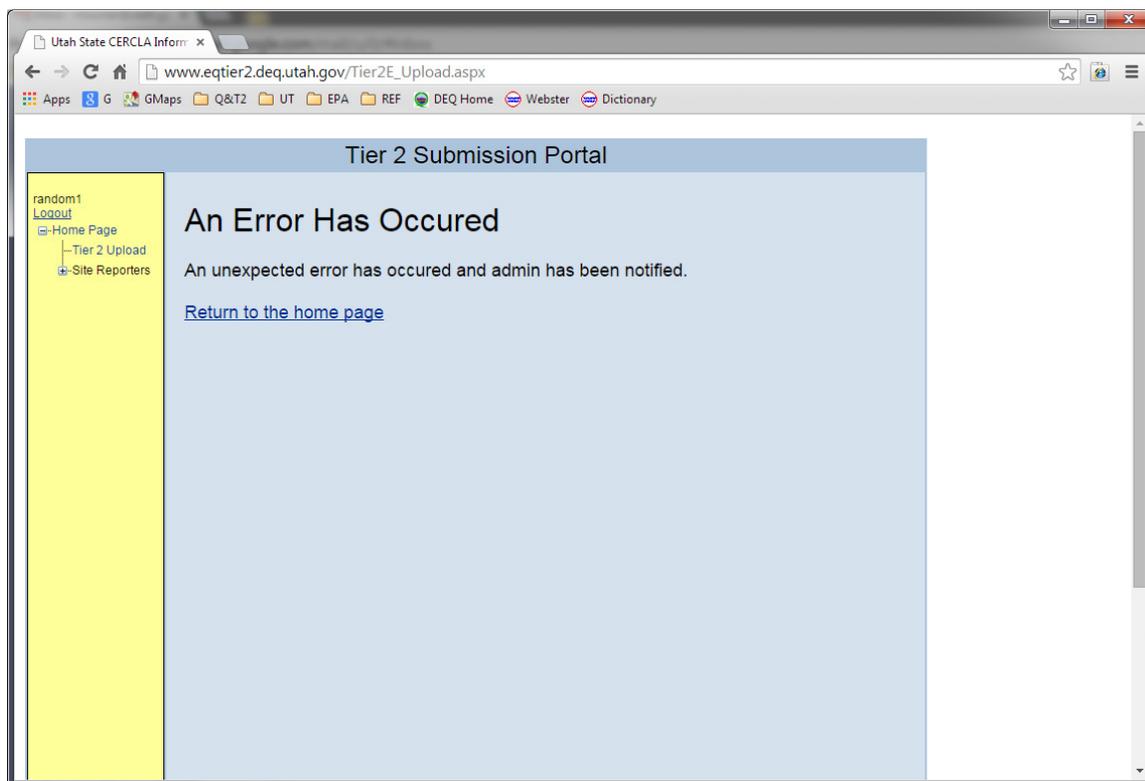
Your Tier 2 submission is complete.

DEQ will review new user login accounts and the links created to facility record(s) information to ensure a login account has been linked to the proper facility record.

A submission will be finalized after this last review. If DEQ has a question about the submission you will be contacted by a DEQ representative.

## UNEXPECTED ERRORS

Figure 27 shows an example of an unexpected error that may interrupt the submission process.



**Figure 27**

If the Portal returns this error, the quickest remedy is to click either link **Tier 2 Upload** or **Home Page** in the menu and begin again.

If you cannot navigate past this error (because it reappears) you can attempt to a work-around by logging off, close all instances of the browser and log back in.